



PATENTS

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)
Baggenstoss et al.)
Serial No.: 10/733,137)
Filed: December 11, 2003)
For: Managing the Selection of)
Performance Interventions in)
A Contact Center)

INFORMATION DISCLOSURE STATEMENT

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Sir:

The citation of information on the attached Form PTO-1449, "List of Art Cited by Applicant" is made pursuant to 37 C.F.R. §§ 1.56, 1.97, and 1.98. A copy of each cited item is enclosed.

The citation of this information does not constitute an admission of priority or that any cited item is available as a reference, or a waiver of any right the applicant may have under applicable statutes, Rules of Practice in patent cases, or otherwise.

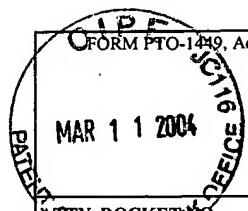
Respectfully submitted,

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K&S Docket: 07117.105017 US
3433149

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APTY. DOCKET NO.
07115-1507-1SERIAL NO.
10/733,137FILING DATE
December 11, 2003APPLICANT
Bagenstoss et al.

GROUP

U.S. PATENT DOCUMENTS

EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
AA	3,594,919	7/27/1971	De Bell et al.			9/23/1969
AB	3,705,271	12/5/1972	De Bell et al.			3/26/1971
AC	4,684,349	8/4/1987	Ferguson et al.			7/28/1986
AD	4,776,016	10/4/1988	Per K. Hansen			11/21/1985
AE	4,853,952	8/1/1989	Jachmann et al.			12/3/1987
AF	4,916,726 B1	6/9/1992	Morley et al. (Reexamination Certificate)			9/29/1988
AG	5,058,008	10/15/1991	Karl H. Schumacher			10/3/1989
AH	5,110,329	5/5/1992	Helmut Pieper			6/20/1990
AI	5,199,062	3/30/1993	Von Meister et al.			11/8/1991
AJ	5,309,505	5/3/1994	Szlam et al.			5/20/1991
AK	5,310,349	5/10/1994	Daniels et al.			4/30/1992
AL	5,311,422	5/10/1994	Loftin et al.			6/28/1990
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AR	5,535,256	7/9/1996	Maloney et al.			5/3/1995
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EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
BA	5,590,188	12/31/1996	Gary B. Crockett			2/17/1995
BB	5,594,791	1/14/1997	Szlam et al.			10/5/1994
BC	5,597,312	1/28/1997	Bloom et al.			5/4/1994
BD	5,633,924	5/27/1997	Kaish et al.			12/11/1995
BE	5,659,768	8/19/1997	Forbes et al.			5/12/1995
BF	5,675,637	10/7/1997	Szlam et al.			5/16/1995
BG	5,696,811	12/9/1997	Maloney et al.			6/20/1996
BH	5,703,943	12/30/1997	Mary Rita Otto			10/16/1995
BI	5,721,770	2/24/1998	Joylee E. Kohler			7/2/1996
BJ	5,727,950	3/17/1998	Cook et al.			5/22/1996
BK	5,738,527	4/14/1998	Steven W. Lundberg			8/8/1996
BL	5,745,109	4/28/1998	Nakano et al.			6/17/1996
BM	5,757,644	5/26/1998	Jorgensen et al.			7/25/1996
BN	5,790,798	8/4/1998	Beckett, II et al.			5/31/1996
BO	5,818,907	10/6/1998	Maloney et al.			8/4/1997
BP	5,825,869	10/20/1998	Brooks et al.			4/23/1996
BQ	5,827,071	10/27/1998	Sorensen et al.			8/26/1996
BR	5,833,468	11/10/1998	Guy et al.			1/24/1996
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CA	5,877,954	3/2/1999	Klimasauskas et al.			5/3/1996
CB	5,903,641	5/11/1999	Alan V. Tonisson			1/28/1997
CC	5,904,485	5/18/1999	David M. Siefert			11/4/1994
CD	5,911,134	6/8/1999	Castonguay et al.			10/12/1990
CE	5,915,973	6/29/1999	Hoehn-Saric et al.			3/11/1997
CF	5,937,037	8/10/1999	Kamel et al.			1/28/1998
CG	5,943,416	8/24/1999	Doug Gisby			2/17/1998
CH	5,946,375	8/31/1999	Pattison et al.			5/12/1997
CI	5,946,387	8/31/1999	Alex Miloslavsky			2/19/1997
CJ	5,947,747	9/7/1999	Walker et al.			5/9/1996
CK	5,957,659	9/28/1999	Amou et al.			6/5/1997
CL	5,963,635	10/5/1999	Szlam et al.			12/12/1996
CM	5,971,271	10/26/1999	Wynn et al.			6/24/1997
CN	5,991,394	11/23/1999	Dezonno et al.			2/5/1998
CO	6,014,134	1/11/2000	Bell et al.			8/23/1996
CP	6,038,544	3/14/2000	Machin et al.			2/26/1998
CQ	6,039,575	3/21/2000	L'Allier et al.			10/24/1996
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DB	6,058,163	5/2/2000	Pattison et al.			5/12/1997
DC	6,067,537	5/23/2000	O'Connor et al.			12/22/1998
DD	6,067,538	5/23/2000	Zorba et al.			12/22/1998
DE	6,070,142	5/30/2000	McDonough et al.			4/17/1998
DF	6,073,127	6/6/2000	Lannert et al.			12/22/1998
DG	6,078,894	6/20/2000	Clawson et al.			3/28/1997
DH	6,086,381	7/11/2000	Downs et al.			9/2/1997
DI	6,108,687	8/22/2000	Russell O. Craig			3/2/1998
DJ	6,118,865	9/12/2000	Doug Gisby			8/24/1999
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DM	6,128,380	10/3/2000	Shaffer et al.			8/24/1998
DN	6,134,539	10/17/2000	O'Connor et al.			12/22/1998
DO	6,141,528	10/31/2000	Ronald Remschel			9/23/1997
DP	6,144,971	11/7/2000	Sunderman et al.			1/25/1999
DQ	6,146,148	11/14/2000	John J. Stuppy			3/25/1999
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DS	6,155,840	12/5/2000	Alfred V. Sallette			9/18/1998

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EB	6,170,014 B1	1/2/2001	Darago et al.			3/18/1999
EC	6,171,109 B1	1/9/2001	Setsuo Ohsuga			6/18/1997
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EG	6,215,865 B1	4/10/2001	David T. McCalmont			10/13/1998
EH	6,263,049 B1	7/17/2001	Rodney Kuhn			9/25/1997
EI	6,275,812 B1	8/14/2001	Haq et al.			12/8/1998
EJ	6,278,978 B1	8/21/2001	Andre et al.			4/7/1998
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	FC	6,559,867 B1	5/6/2003	Kotick et al.			11/24/1999	
	FD	6,628,777 B1	9/30/2003	McIlwaine et al.			11/16/1999	
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	FF	WO 98/22864	5/28/1998	PCT	Mann et al.			
OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)								
	FG	ACTV NET Debuts eSchool Online; Business Wire; 24 March 1997; pp. 03241287						
	FH	Armstrong, <i>Electronic Mail Order for Distance Learning</i> ; IEEE Colloquium on Commercialising the Internet; pp. 4/1-4/4; 02/1997						
	FI	Call Center E-Journal; <i>Telvista Integrates eLearning and Quality Monitoring</i> ; August 2001; pp. 8 – 12						
	FJ	Click2learn; <i>Click2learn Unveils New Platform; Takes Aim at e-Learning Industry's Shortcomings</i> ; Press Release; June 4, 2001						
	FK	Click2learn; <i>Aspen: The Next-Generation e-Learning Platform</i> ; (2001)						
	FL	Curilem et al.; <i>Considerations for the Design of a Tutoring System Applied to Diabetes</i> ; Proceedings of the 22 nd Annual EMBX International Conference; July 23-28, 2000; pp. 2811-2814						
	FM	Cybulski et al.; <i>Teaching Systems Analysis and Design Using Multimedia and Patterns</i> ; IEEE; 2000; pp. 113-122						
	FN	Envision Telephony; <i>Click2Coach</i> ; (2001)						
	FO	Envision Telephony; <i>What Makes Your Contact Center Agents Truly Effective</i> ; (2001)						
	FP	Fletcher, Scotty; <i>Companies turn to the Virtual Classroom</i> ; dbusiness.com; May 25, 2000						
	FQ	Granić et al.; <i>User Interface Aspects of an Intelligent Tutoring System</i> ; 22 nd Int. Conf. Information Technology Interfaces ITI 2000, June 13-16, 2000; pp. 157-164						
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GA		Levinson et al.; <i>Chess Neighborhoods, Function Combination, and Reinforcement Learning</i> ; Institution of Electrical Engineers; 2003; INSPEC Abstract No. C2002-07-7830D-012	
GB		NICE Systems; <i>NICE to Launch Integrated e-Learning Solution Through Partnership With Astound</i> ; News Release; December 4, 2000	
GC		Skowronek, Larry; <i>Aspect eWorkforce Management v6</i> ; July 30, 2001	
GD		Syntora.com; <i>Syntora Agentivity</i> ; (2003); 14 pages	
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